

CODE OF ETHICS

Ngā Tikanga Matatika

Statement

The Presbyterian Support Upper South Island (PSUSI) Code of Ethics serves as a guide for everyday practice and also in managing ethical dilemmas. It is the overarching guide to an ethical approach in service delivery.

This code complements the Kaimana Korowai (values) of PSUSI and is also reflected in PSUSI's [Code of Conduct](#).

Scope

This policy applies to all PSUSI kaimahi including employees, contractors, volunteers and students on placement and where applicable will sit alongside each workers professional bodies code of ethics. E.g. social workers and counsellors.

Commitment to Te Tiriti O Waitangi

We are committed to working in partnership with Māori, recognising their autonomy and self-determination. Our co-governance model ensures equal access to resources, opportunities, and cultural preservation promoting a more inclusive equitable society. Our values align with the principles of Te Tiriti o Waitangi guiding our actions and decisions as we work together to build a stronger community.

Code of Ethics and Principles

Aroha

We demonstrate respect, compassion, empathy, acceptance, and kindness to all people without having judgement or expectations.

- We offer a welcoming environment for everyone.
- We accept persons for who they are, we do not judge; our hearts and minds are open. We listen, affirm, encourage, support.
- We support and respect diversity and inclusion. This includes respecting gender identities, sexuality, cultural values, religious beliefs, and the lived experience of people and their family/whānau.
- We always act with integrity, professionally and exercise good judgement as we work in partnership with tangata whaiora.
- Invest our time and skill to build supportive relationships with all.
- We act in ways that respect the dignity and autonomy of all who they work with and are aware of their welfare and rights.
- Protection the rights and uphold mana

Document Type:	Compliance	Version number:	5
Number & Title:	Code of ethics	Issue date:	Jan 2025
Document owner	SLT	Date of next review:	Jan 2028

Whakawhanaungatanga

We strengthen connections and relationships with our tangata whaiora, whanau and each other. We collaborate with and embrace the strengths of others that complement our own.

- We work to strengthen reciprocal mana-enhancing relationships, connectedness and to foster a sense of belonging and inclusion. By being aware of expectations, values, beliefs, perspectives and cultures and we connect to them in appropriate ways to provide a sense of belonging for all.
- We assist people to make their own decisions with informed choice to ensure autonomy. Using language that conveys respect for the dignity of others in all written or verbal communication.
- We network and build relationships in the community to enhance outcomes for tangata whaiora and whanau and facilitate people to access and broaden their community connections.
- We inform ourselves about established cultural practices important to the people with whom we work and engage with these in respectful ways.

Tikanga

PSUSI consult, create and follow policy and processes that are safe, honest, helpful and respectful.

- We uphold high standards of professionalism, competency, integrity and ethics.
- We uphold the rights and responsibilities of Te Tiriti o Waitangi by actively aligning our professional values with our Treaty responsibilities and embedding these into our everyday mahi.
- We abide by PSUSI policies and procedures.
- We protect privacy of tangata whaiora information and keep clear accurate timely notes.
- We protect the privacy and confidentiality of individuals and groups. Ensuring we are clear about their role and responsibilities of the service we offer.
- We maintain tangata whaiora confidentiality and inform them of when information may be disclosed.
- We ensure appropriate and effective professional relationships
- We are culturally aware, seek guidance when required and respect and follow cultural protocols where appropriate.
- We maintain a high standard and are responsible for the delivery of service
- We are responsible for our personal behaviour and act with integrity and honesty.

Kaitiakitanga

Ensuring Own Practice, and the Practice of Others, is Safe and Ethical

- We care for and uphold the mana of our tangata whaiora and colleagues.
- We are inclusive of all people and respect diversity. Providing dignity and honouring individuals rights and voice.

- We maintain professional boundaries, protect information, are respectful of tangata whaiora confidentiality and are strong advocates for our tangata whaiora wellbeing.
- We validate and respect our tangata whaiora abilities and will provide support and tools to help them grow and become independent through our strength and values-based practice.
- We are serious about environmental sustainability and actively seek ways to lessen our environmental impact.
- We work, encourage and practice in ways that are culturally safe and achieve equity for those they work with. Culture may include age, gender, sexual orientation, ethnic origin, spiritual belief, disability and socio-economic status.
- We recognise that the best interests and welfare of tamariki and rangatahi are paramount and prioritise these in any work where tamariki and rangatahi are involved.

Kotahitanga

We build a sense of community, where everyone is an equal contributor to the team.

- We value appropriate, transparent and regular communication, storytelling and connection in our region, including tangata whaiora whānau/families where appropriate.
- We welcome new staff with mihi whakatau and embrace Te Reo me ōna tikanga Māori.
- We have awareness of diversity and are inclusive.
- We build social connections with events in the workplace and community.
- We reflect, refine and share our experiences for professional development and wellbeing.
- We believe in working together and supporting each other, reflecting the rāanga that imbues and strengthens our organisational aspirations to be on the same “waka”.
- We advocate for fairness and quality for everyone.

Managing Ethical Issues

Kaimahi are dealing with ethical issues constantly. However, when a difficult situation arises with no obvious answer the following process should be followed.

1. Discuss the issue with your Team Leader or Manager using the Code of Ethics and any appropriate professional codes of ethics as a guide to determine if an ethical dilemma exists.
2. If not resolved, the Manager alerts the General Manager Social Services or ngā Tumu Whakarae (Co-CEO’s), and the following may also be consulted:
 - Clinical Supervisor
 - Advocacy Service
 - Professional bodies
 - PSUSI legal advisers
 - Ombudsman
 - Privacy or Health Commissioners
 - PSUSI Board

Acknowledgements/Reference

Ngā Tikanga Matatika (code of ethics) of ANZASW (Aotearoa New Zealand Association of Social Workers).